

From: Deborah Mangiamele
To: Microsoft ATR
Date: 1/2/02 12:45pm
Subject: Microsoft Settlement

Like millions of Americans, the computer has become part of my everyday life. Thanks to innovations from Microsoft, my skills continue to improve and I continue to learn--right at home. With continual online updates, tech support and user-friendly style of troubleshooting, I've been encouraged me to expand my computer horizons. Microsoft must continue to develop technology that compliments our world without sanctions or restrictions. I believe the settlement is a fair answer at this point. My wishes for a healthy, peaceful and prosperous 2002!

Sincerely,
Deborah Mangiamele
Rochester, New York